



Missouri Technology

Missouri State Government's Information Technology Community News

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Missouri IT News

Missouri Receives Acknowledgement for E-Government Definition

The May 20, 2002 issue of Government Computer News featured a story about a class assignment conducted by the National Defense University to determine the two best definitions of e-government in both the government and private sector. Definitions chosen by the students and instructor were from Microsoft and the State of Missouri. In Microsoft's definition, e-government delivers integrated public services electronically over PCs, WebTV, and wireless technology; ensures security thorough digital signatures, smart cards, and certificates; and provides personalized and interactive services that treat citizens as individuals. Missouri's definition says e-government allows government to interact electronically with citizens,

companies, and other governments, possibly in the form of filings, payments, or obtaining information; the ability to pay taxes, renew licenses, etc. over the Web; and has one-stop transactional services delivered via a Web portal. It was stated that the class would present the findings to the CIO Council and to certain congressional members.



Vickie Winder and Leigh Ann Grant-Engle, DESE, Jill Hansen, OA-DIS, Jane Jordan and Becky Kemna, DESE

DESE Receives Missouri IT Recognition Award

Four DESE staff received the Missouri IT Recognition Award to acknowledge their outstanding contribution to the development and implementation of DESE's Building Annual Performance Report. Jill Hansen, ITAB chair, present the DESE staff with the award at the July 31 IT Advisory Board meeting.

The Building Annual Performance Report is a view of the data, at the individual school building level, that are used to communicate performance measures used for public school district accreditation. Each report, designated by school district and building combination (3186 school buildings), is generated using a SAS program and stored in a separate folder, in a secure location, as an HTML document. This

method of delivery allows for immediate feedback to the districts of changes made to their data, thus providing for quicker turnaround time on improvements at the public schools in Missouri. The project took two weeks from conception to implementation and provides for a direct savings of \$1,355 in mailing costs.

New Youth Cabinet Program Assisted by E-Government Initiative

The e-government initiative is serving in a supportive role for the Missouri Youth Network along with the Department of Elementary and Secondary Education and Community Connection in an effort to develop a statewide database of youth related services, organizations and activities. This effort corresponds with a Youth Policy Team recently formed and announced by the Governor. Another facet of the Governor's Youth Initiative is the formation of a Youth Cabinet to help young people make their voices heard. The cabinet will consist of 20 members with ages ranging from 17 to 22. The Internet website, available through Missouri's e-government portal, will help youth access programs and services throughout the state.

Missouri IT ROI Program Featured in June 2002 Government Technology Article

The June 2002 issue of Government Technology featured an article on state government return on investment programs. Featured in this article is Missouri's Value Assessment Program (MoVAP) along with Wisconsin State Government's approach to measuring ROI. This article can be accessed at www.govtech.net.

Agency CIO Profile

Paul Wright, CIO

Dept. of Elementary & Secondary Education

- ❑ **How long have you been in this agency's CIO position?** *I was put in as Interim CIO in September 2000. I became CIO as of June 1, 2001. Prior to being the Interim CIO I was DESE IT's Development Manager beginning in November 1996.*
- ❑ **How many on your IT staff?** *We have 23 staff at our main office in the Jefferson Building. DESE has another 24 at our Vocational Rehabilitation offices off of*

Truman Blvd. The staff covers application development, network, helpdesk, data base administration, and operations.

- ❑ **What has been your biggest challenge?** *Changing the culture. What I mean is changing the role of the Information Technology section from purely maintenance to active development utilizing high-end tools. In the past most of IT's work was pure maintenance of the DESE mainframe and the applications running there. Since 1996 we have switched to active development of web-based applications and moving from the mainframe environment. With this comes new processes and procedures for both IT and user staff. Some have adopted to the changes, others...well, we're working on that!*
- ❑ **What accomplishment are you most proud of?** *I think DESE has achieved quite a bit over the last few years. The item that we get most kudos for is our Consolidated Federal Grants web application. We were one of, if not the, first education department in the US to have such a system online. A number of other states have asked to review the system. It was the result of an intelligent business process review by the users, close working ties with IT, and dedication from the IT staff that pulled this off, in just 5 months!*
- ❑ **What is the most important thing to you as a CIO?** *There are a few items that I feel are most important. First is that the staff is empowered to make decisions. If I am gone for a period of time I should be able to go knowing that things will be achieved and I am, for a time at least dare I say, EXPENDABLE! Another item would be that IT is recognized as an important business function within the organization. With technology becoming increasingly important in the operations of a business IT should be "at the table" with the other business leaders. Finally, the CIO needs to be a good manager AND a good leader. This plays along with my first item. I will use the definitions we received during the Best Practices training to define these: A good manager is one who does things right; a good leader is one who does the right things.*

2002 Digital State Survey Results

Results recently released for Part I of the 2002 Digital State Survey found Missouri scoring a rank of 7th in the area of Social Services and 23rd in the area of Law Enforcement and the Courts. This reflected an improvement over 2001 rankings that were 21 and 32 respectively. Selected from this survey, Office of the State Court's Case.Net project was featured in the Center for Digital Government's Best of Breed Programs document.

Conducted by the Center for Digital Government (www.centerdigitalgov.com) and the Progress and Freedom Foundation, the fifth annual Digital State Survey is produced in three parts. Part II covers the areas of Digital Democracy, Electronic Government and Business Regulation, and Management Administration. Rankings for Part II will be announced August 1, 2002. Results for Part III that addresses Taxation and Revenue, Education, and GIS and Transportation will be available on November 1, 2002.

NASCIO Releases Second Version of its Enterprise Architecture Development Tool-Kit

NASCIO released version 2.0 of its Architecture Program flagship deliverable - the NASCIO Enterprise Architecture Development Tool-Kit - on Wednesday, July 17, 2002.

The updated Tool-Kit reflects the expertise and continued dedication of the state, county, federal and private sector members of the NASCIO Architecture Working Group. This latest deliverable of the Architecture Program, which is funded by the U.S. Department of Justice, contains:

- Process models accompanied by explanatory narrative allowing the customization of the tool to fit individual agency needs at any government level - municipal, county, state or federal;
- Process diagrams for the governance and technology architectures;
- Architecture lifecycle processes illustrated to address the recurring need for evaluation of an enterprise

architecture to reflect changes in business processes and technology innovations, and;

- Sample blueprints for the security and application domains populated with the input of state and county representatives.

To download a copy of the Tool-Kit go to www.nascio.org/hotissues/EA.

Enterprise architecture has gained national momentum fueled by federal mandates and a growing demand on the part of municipal, county and state leaders for timely, accurate information sharing horizontally between departments within the enterprise and vertically with agencies of different governmental levels.

"The only way to share information on a national scope is to have the state agencies on a common statewide information technology architecture, and to have current and future federal systems be able to connect into these state architectures," said NASCIO President and CIO of the state of Connecticut, Rock Regan. "The NASCIO Enterprise Architecture Development Tool-Kit, containing the NASCIO architectural framework, is structured to address those needs at each level of government."

As part of its Architecture Program, NASCIO continues to advocate the benefits of sound infrastructure and enterprise architecture at all government levels. "States, counties, municipalities and federal agencies contact NASCIO regularly to inquire about opportunities for collaborative efforts with our program," said Gerry Wethington, NASCIO Vice-President, CIO for the state of Missouri and chair of NASCIO's Architecture Working Group. "The diversity of these organizations speaks directly to the adaptable nature of the NASCIO framework. We welcome further partnership opportunities, recognizing that our members are uniquely positioned as state executives to provide the coordination required for successful integration efforts on a national scale."

e-Gov FirstStop Launched

After a yearlong process of research and development, the Center for Technology in Government at the University at Albany introduces **e-Gov FirstStop**, a knowledge-sharing partnership. Located at

www.ctg.albany.edu/egovfirststop/, **e-Gov FirstStop** includes a carefully selected collection of e-government materials including executive-level briefings, research and best practices reports, case studies, and Web sites. All resources included in **e-Gov FirstStop** are reviewed and selected by e-government practitioners and scholars for high quality and practical value.

e-Gov FirstStop was created in response to the expressed needs of government managers who were frustrated by sorting through vast amounts of information to find useful, high-quality, timely material. They requested a repository that classifies and evaluates e-government resources and presents them in an organized, intuitive, and useable way.

Top 10 Mobile Mishaps

What was the last accident you had with your mobile phone? A survey (not a new one, but it's still good for a laugh) by The Link, a U.K. mobile phone retailer, found that water hazards are top of the mishaps reported by users looking for recompense from their insurers.

While a soaking is the top hazard, one incident reported a handset getting a grilling along with the burgers and steaks on a barbeque. "And how would you like your T68i? Well done?"

The top 10 (drum roll please) is:

1. Drowned (sea, river, canal, lake, or slurry pit).
2. Run over by a car or bus.
3. Left on car roof while owner drove off.
4. Dropped down the toilet.
5. Fallen from scaffolding and smashed.
6. Disappeared down drain or shaft in the street.
7. Sports accident – dropped while cycling, mountain climbing, or horse riding.
8. Plunged onto rail tracks and smashed by train.
9. Incinerated accidentally with household or garden rubbish.
10. Buried in liquid concrete.

Er, in liquid concrete? Together with its owner, courtesy of the Mafia?

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Upcoming Events

NASCIO Annual Conference
St. Louis, Missouri
Hyatt Regency Union Station
October 27-30, 2002
Register at: www.nascio.org

Important Links

Missouri Office of Information Technology (OIT): www.oit.state.mo.us

National Association of State CIOs (NASCIO):
www.nascio.org

Center for Technology in Government:
www.ctg.albany.edu/

Project Management Institute:
www.pmi.org